

D&H Saunders Ltd

GDPR Privacy Policy

This policy was updated on 10th July 2021 to meet the requirements of the new EU General Data Protection Regulation (GDPR). The changes are to clarify (not change) how we process and protect your personal information.

To summarise, the update includes more detail on:

- the information that we collect;
 - how and why we use this information, and how long we retain it for;
 - how we share your personal information;
 - your rights to request a copy, to update or to delete your information; and
 - how to contact our privacy officer
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At D&H Saunders Ltd we would like you to enjoy your shopping experience and we acknowledge in doing so you expect we will treat the information you provide in a serious and responsible manner.

We understand how important it is to protect your right to privacy and securely maintain your details, that is why we put such a high importance on ensuring that all personal information you provide either through the D&H Saunders Ltd website (dhsaunders.co.uk), or by other means is kept private.

D&H Saunders Ltd lawfully processes personal data as a 'Data Controller' in accordance with the EU General Data Protection Regulation (GDPR) and other relevant legislation. This privacy statement discloses exactly what information we gather and how we use that information.

In summary you should know that:

- We enforce the highest security measures to ensure your personal information is kept secure.
- We only collect the information we need to provide you with the requested service.
- We will never sell, rent or give away your personal details to anyone.
- We loathe spam as much as you do!

Who is D&H Saunders Ltd?

D&H Saunders Ltd is a UK based company (registration number 12610966) specialising in the supply of various construction services.

Information we collect

This notice applies to information collected or submitted on the D&H Saunders Ltd website, or by other means such as email, live chat, social media, post, telephone or in person.

Orders and quotations

To process your order or to provide you with a quotation it is necessary for the performance of our contract with you to collect your personal information, including your full name, billing/delivery address, phone number, email address and where relevant, company name, VAT number and payment details. For the purposes of fraud prevention and security, we also have a legitimate interest to collect your devices IP address and to request additional information to verify your identity or to approve credit facilities (e.g. job title, company number).

Contacting us

Should you choose to contact us using one of our online contact forms or any other means such as email, live chat, social media or telephone it is necessary for the performance of our contract with you, to process your personal information. The information collected is dependent on the type of enquiry and we will only ask for information that is relevant to provide you with the best response. Your details will not be entered into our database or other systems unless you have placed an order, requested a quotation, requested marketing or we need to keep a record of your

enquiry for legal or regulatory reasons. When submitting your information using one of our online contact forms, the data is sent to us via email and is NOT stored on the D&H Saunders Ltd website. When your query has been fully dealt with all related emails are deleted.

Never send us confidential information such as credit card details by electronic means (e.g. email, online form, live chat). If you need to provide us with this information, please call us.

Other activities

We also have a legitimate interest to collect your personal information if you apply for a job, visit our premises or otherwise participate in activities we promote such as competitions or surveys.

We employ CCTV on our premises in order to:

- Prevent, deter and detect crime.
- Apprehend and prosecute offenders and provide evidence to take civil action in the courts.
- Help provide a safer environment for our staff and visitors.
- Monitor system access for regulatory (PCI) compliance.

Information disclosed to third parties

We may share your information with third-party vendors and service providers who we employ as 'Data Processors' to perform tasks on our behalf. These service providers (and their sub-processors) are subject to strict data processing terms and conditions and are prohibited from utilising, sharing or retaining your personal data for any purpose other than as they have been specifically contracted for.

The service providers we may share your data with include our background check companies. Under certain circumstances, we may be required to disclose your personal information in response to valid requests by public authorities, including to meet national security or law enforcement requirements.

Website analytics

The D&H Saunders Ltd website uses a number of tools such as Google Analytics, for statistics, search engine optimisation and to analyse how the website is used. These tools do NOT collect any personal data. Where the users IP address is collected it is anonymised, meaning it is not stored in full. Each of these tools set cookies on your device which you can control by clicking the 'Cookie Settings' button in the footer of any page.

Anti-Fraud checks

We may use your personal information to conduct anti-fraud checks that may help us detect, prevent and report fraud. This information may be disclosed to a fraud prevention agency (ActionFraud), which may keep a record of that information.

Retention of your personal information

We will retain your personal information for the period necessary to provide the services requested (e.g. fulfilling an order or sending regular newsletters), after which time it will be destroyed, unless a longer retention period is required or permitted by law, for legal, tax or regulatory reasons, or other lawful purposes. For example, if you have made a purchase we are required under UK tax law to keep your basic personal data (name, address and contact details) for a minimum of 6 years.

Children

For the purposes of this policy a child is an individual under the age of 16. Although the content of the D&H Saunders Ltd website is suitable for children, the services provided are not aimed at or intended for children. Also nobody under the age of 18 is employed by us. We ask that no-one under the age of 16 attempts to use these services, including submitting personal information via a contact form or by submitting an order.

Although we cannot stop a child from using the services provided, we attempt to prevent this by displaying a warning/disclaimer where relevant.

If we believe a child has submitted their personal data to us we will cease all communications and delete all personal data immediately.

Your rights

You have a right to access and request a copy of your personal data (including CCTV images of yourself), to object to or restrict the processing of your personal data and to request rectification or erasure of your personal data. If at any point you believe the information we hold about you is incorrect, please let us know and we will update our records.

If you have any questions about this privacy policy, the use of your personal information, or if you wish to request us to stop using your information in any way, please contact our Privacy Officer using the details below. In order to comply with your request, we may ask you to verify your identity. If you request erasure of your personal data, please note that we may be required to retain some of your data for a minimum period as explained in the 'Retention of your personal information' section above. Deleting your data may also prevent us from verifying a future warranty claim.

If you wish to raise a complaint on how we have handled your personal data, please contact our Privacy Officer using the details below. If you are not satisfied with our response or believe we are not processing your personal data in accordance with the law, you can complain to the [Information Commissioner's Office](#).

Contacting us

Email: [Privacy Officer Contact Form](#)

Post:

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2 Hideaway Farm
Wendover Road
Aylesbury
Buckinghamshire
UK